

ACCOUNT ADMINISTRATOR

The ACES User Account Maintenance function is designed so your agency can maintain your own ACES user accounts. The designated Account Administrator will grant access to employees within your organization.

Account Administrator Roles and Responsibilities

The Account Administrator performs the following maintenance activities for your agency's users by:

Maintaining primary agency contact information, such as:

- Address
- Phone
- Fax
- E-mail address

Maintaining user accounts for your agency by:

- Creating new user accounts
- Modifying existing user accounts (adding or deleting ACES functions and/or changing user demographic information)
- Performing Password Maintenance (disabling, unlocking and resetting passwords for user accounts within your agency)

Users should contact their Account Administrator for any issues relating to their user account. If the Account Administrator is unavailable, please call the Employer Contact Center at (888) CalPERS (225-7377).

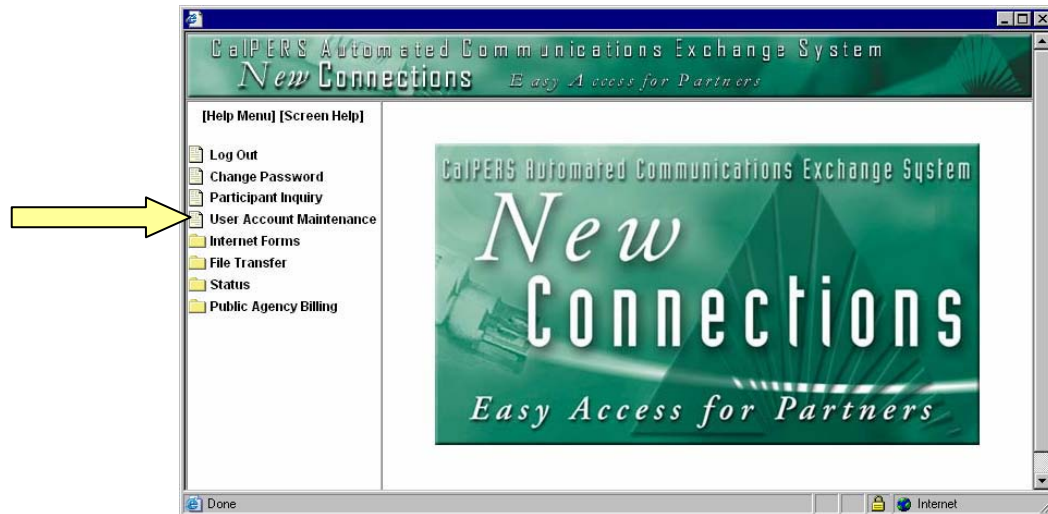
Security Guidelines

ACES provides a secure environment for transmitting sensitive employee information to CalPERS for processing. Creating a user account and granting an employee access to ACES will allow them to enter an environment with privileged employee information. Guidelines have been created to protect this personal information. The following are guidelines for providing access to ACES:

- CalPERS security documents must be filled out by all employees having access to ACES. Although you are only required to submit signed copies to CalPERS for the primary Account Administrator, you must keep a signed copy of security documents on file for each additional Account Administrator and other ACES users at your agency. In the case of a CalPERS audit, you may be requested to provide security documents for review.
- Signing the security agreements means that you will only grant access to functions that CalPERS has approved or trained your agency to use. For example, if your agency is a File Transfer Health and Retirement employer, you MAY NOT grant users access to Internet Forms. If you are unsure of what this security requirement entails, contact the Employer Contact Center at (888) CalPERS (225-7377) or see the ACES Informational web site: <http://www.calpers.ca.gov/aces/security.htm>.
- The CalPERS Security Policy requires each person to have his or her own ACES account. **Users are not allowed to share user names or passwords.**
- CalPERS encourages your agency to designate more than one Account Administrator. In the event that the primary Account Administrator leaves your organization or changes positions, another individual is able to maintain ACES user accounts.
- When an Account Administrator leaves an agency or no longer requires access to ACES, your agency should contact the CalPERS Employer Contact Center immediately at (888) CalPERS (225-7377), to delete the account and establish another Account Administrator for your agency.
- If security has been violated or ACES has been misused by a user, the Account Administrator should revoke the user's access to ACES immediately.
- When resetting passwords for users who have locked their ACES account or forgotten their password, authenticate the user by requesting their Employee Authentication Word (or Mother's Maiden Name) and their SSN.

Logging On to the User Account Maintenance Function

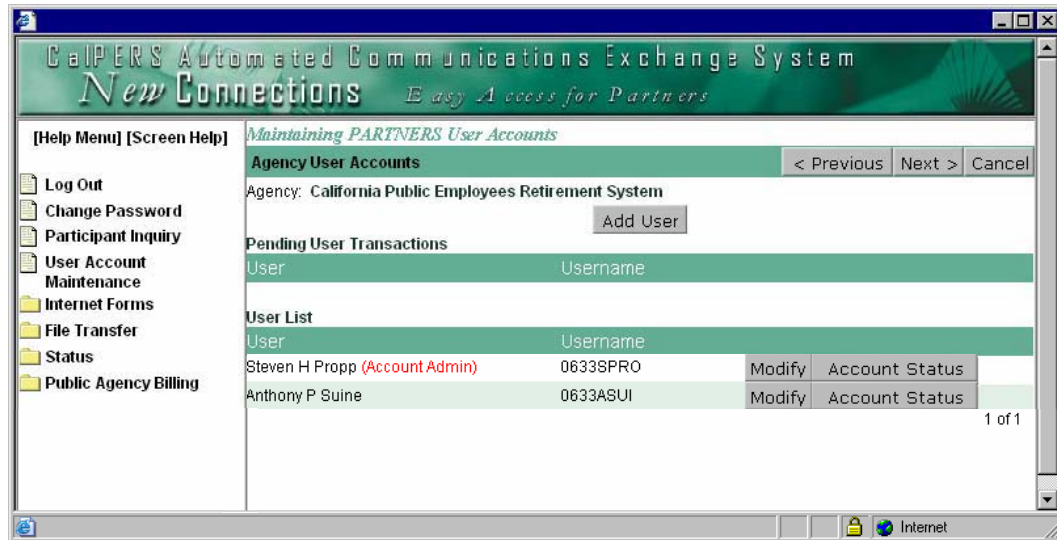
Select **User Account Maintenance** from the Navigaton Tree.



Agency User Accounts

This screen lists the current user accounts at your agency and, if applicable, will display any pending transactions. This screen serves as a “home page” for user account maintenance.

Through the Agency User Accounts table you can:

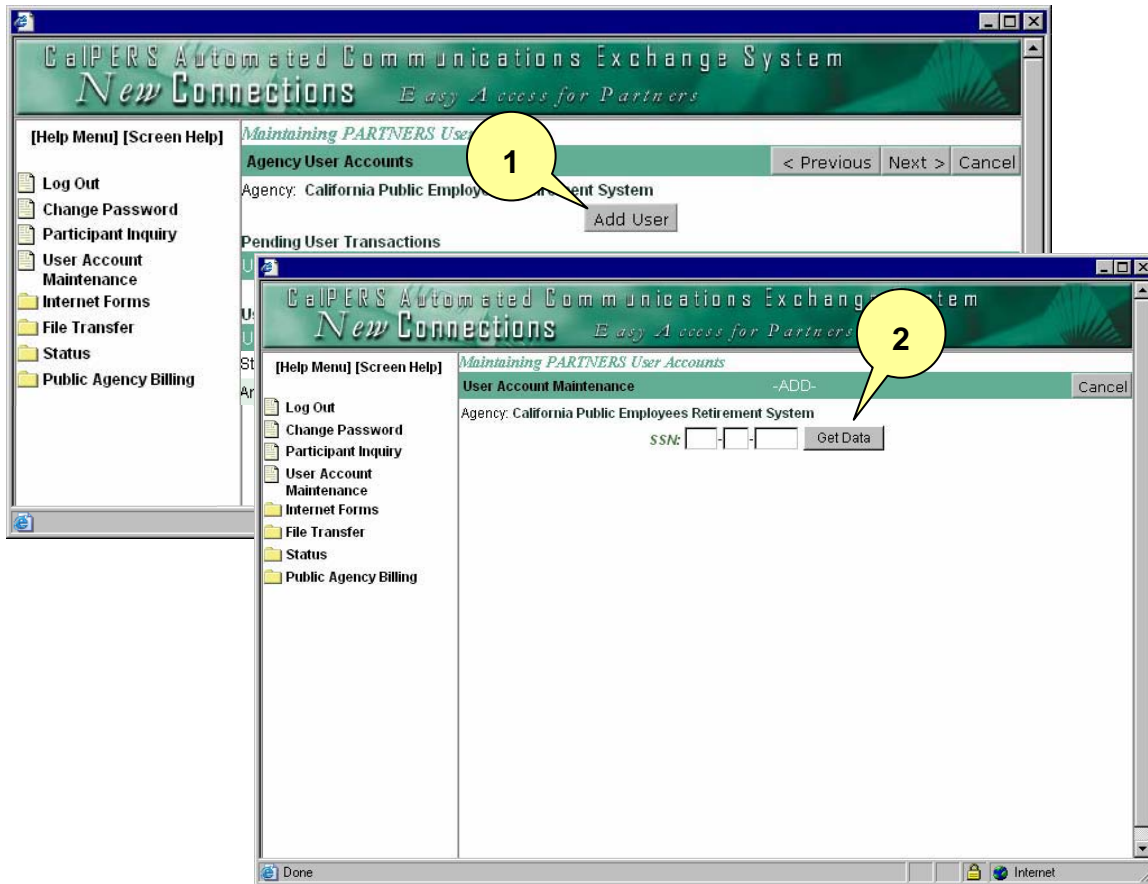


- Add new users
- Modify demographic information
- Modify access rights
- Perform password maintenance
- Disable user accounts

Adding a New User

Have the employee fill out a security document (Page 125 or <http://www.calpers.ca.gov/aces/docs/pers-aesd-43.pdf>).

1. Select **Add User** from the Agency User Accounts screen.
2. Type the SSN and click **Get Data**.

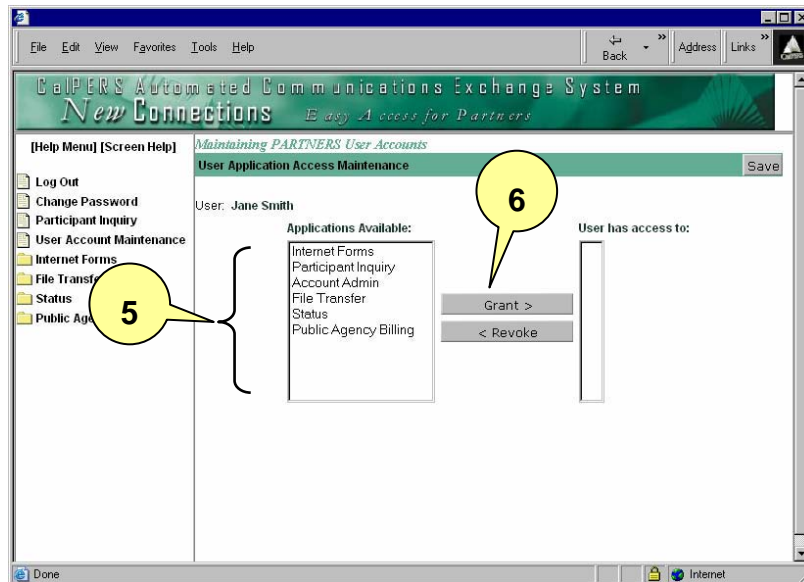


NOTE: If you enter an SSN and receive the error message “**SSN XXX-XX-XXXX does not exist in the CalPERS database. Please contact us at (888) CalPERS (225-7377) for assistance.**” To resolve this error:

- Verify the SSN has been typed correctly.
- If you’ve entered the SSN correctly, please fax the security document to CalPERS at 916-795-3005, Attention: ACES. CalPERS will add the new user for you.

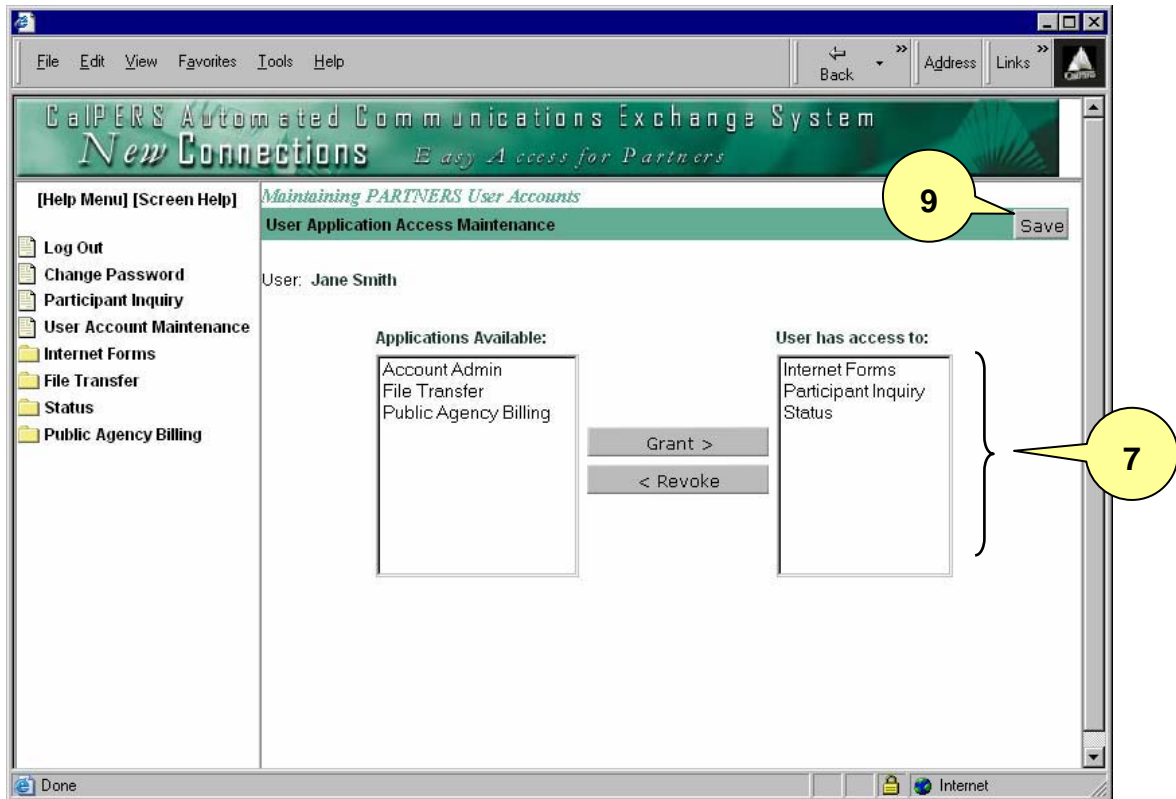
3. Enter the demographic information for the user (*green/bold/italic* fields are required):
 - *Phone* (The user's phone number)
 - Fax
 - *E-mail Address*
 - *Employee Authentication Word (or Mother's Maiden Name)* – This word is used to identify the user for a password reset.
 - *E-mail Address* (second time for confirmation)
 - Business Mailing Address
4. Click **Save**. A new window will appear.

5. Select an ACES function from the “Applications Available” list at the left of the screen by clicking on the desired function.
 - You may grant multiple functions at once by pressing the “Ctrl” key and clicking on each desired function.
6. Once function(s) are highlighted, click **Grant**.



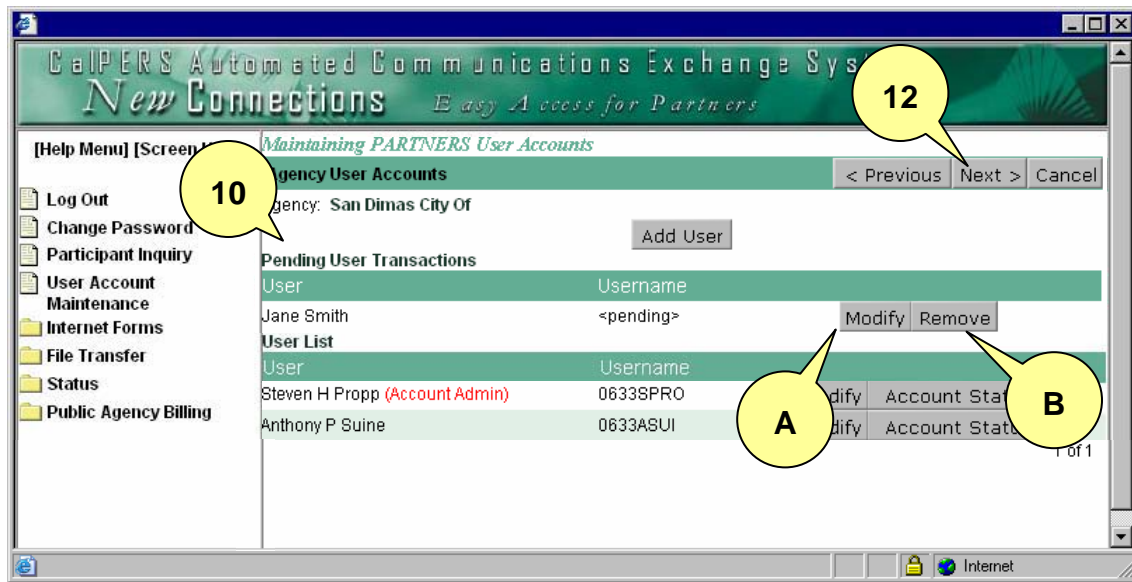
- **IMPORTANT NOTE:** When granting access to the **Internet Forms** or **File Transfer** applications, you **MUST** grant the user access to the **Status** application as well.
- If you are adding a new primary Account Administrator, *it is mandatory that you fax a copy of the new primary Account Administrator's security agreement to CalPERS, Attention: ACES, at 916-795-3005.*

7. The function selected will move to the “User has access to” list.
 - REMINDER: You should only grant access to functions for which your agency has been approved for and trained (See Security Guidelines section for more information or contact the Employer Contact Center at (888) CalPERS (225-7377) for more information).



8. Repeat Steps 5 and 6 until all appropriate ACES functions have been added for this user.
9. Click **Save**.

10. The new user's name will appear in the "Pending User Transactions" list above the table of current users.
11. To add additional users, repeat Steps 1 through 10.

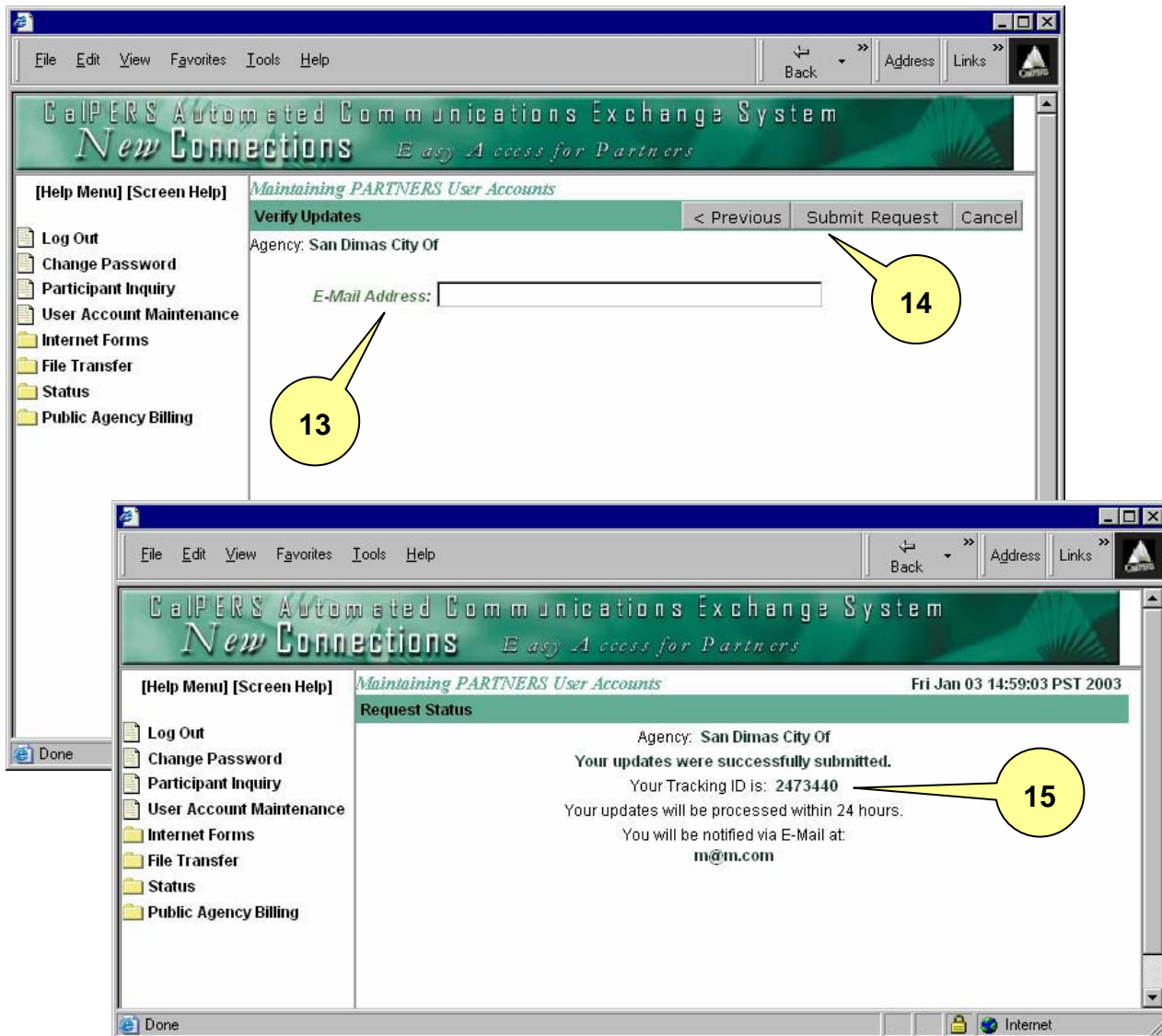


Optional:

- A. To change the demographic information or access to ACES functions for a new user, click **Modify**. The existing data for that user will appear.
- B. If you've added a user in error, click **Remove** to delete the user. A dialog box will appear. Click **Ok** to remove the user or **Cancel** to keep the user. Make the desired changes and click **Save**.

12. When you are done adding users, click **Next**.

13. The e-mail address field will populate. If it does not, or it contains incorrect information, type your correct e-mail address.



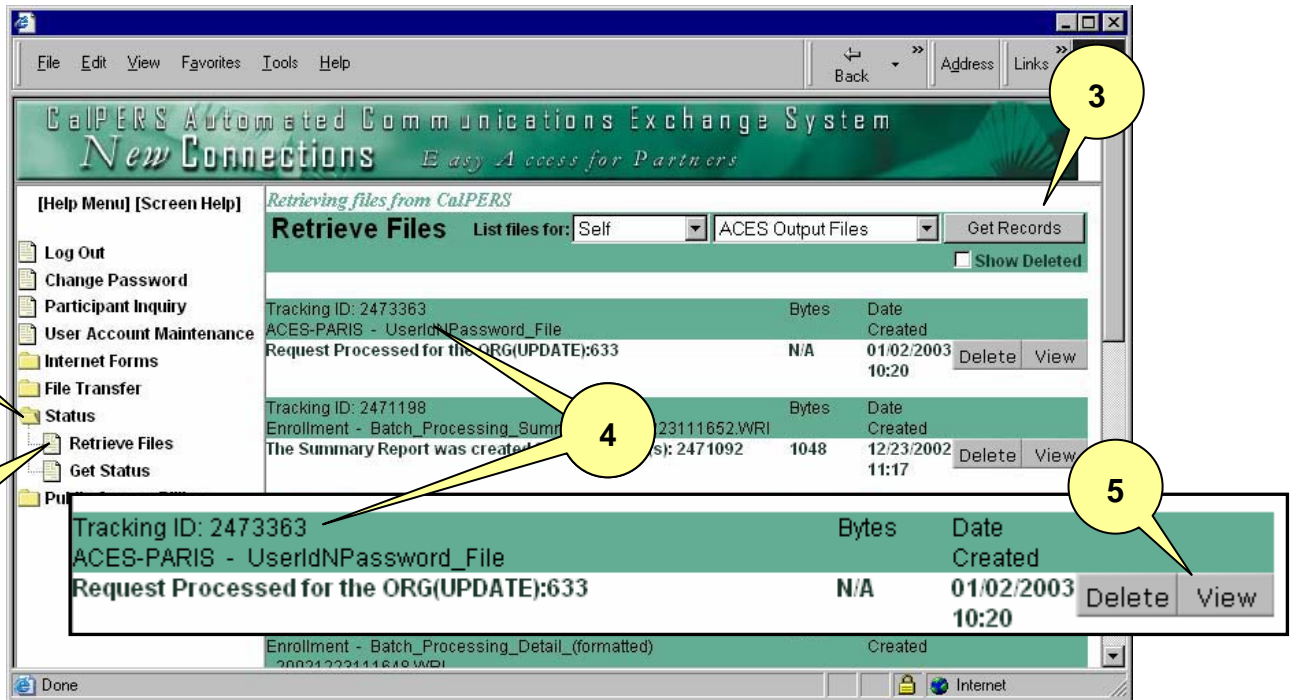
14. Click **Submit Request**.

15. Make note of the Tracking ID number.

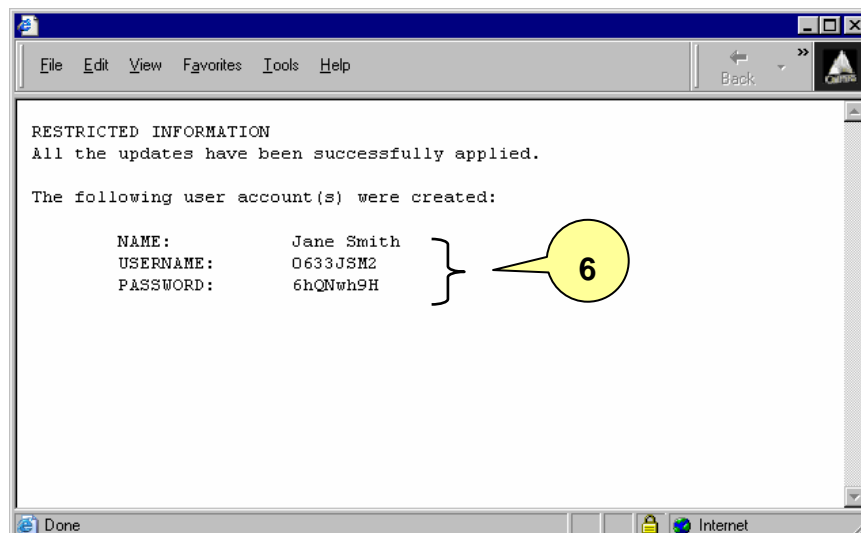
NOTE: Requests submitted before 6:00 p.m. are processed the same day. You will receive an e-mail when the username(s) and password(s) are available; however, new users will not have access to ACES until the following business day.

Retrieving Passwords for New Users

1. Select the **Status** folder.
2. Select **Retrieve Files**.

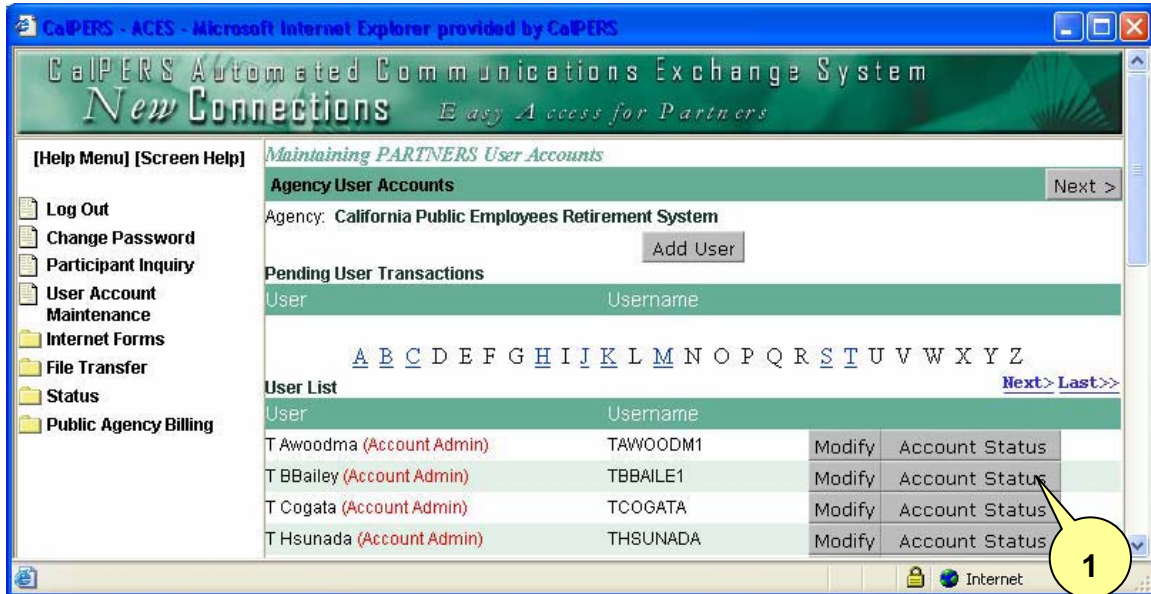


3. Click **Get Records**.
 4. Locate the tracking ID number from your request.
 5. Click **View**. A dialog box will appear. Click **Ok**.
 6. The ACES Username(s) and Password(s) will be listed. Forward the username and password to the appropriate user(s).
- NOTE: The password is not case-sensitive.

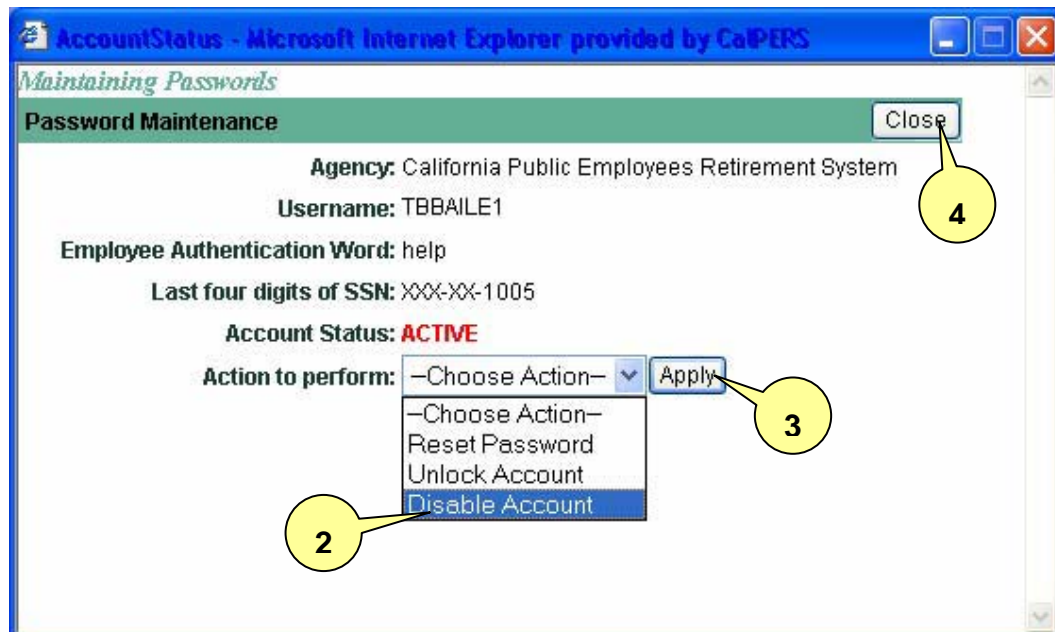


Disabling and Removing a User

1. A user no longer requiring ACES access **must** be disabled immediately to ensure information security. Click on **Account Status** from the Agency User Accounts page. A new window will open.



2. Click on **Disable Account** in the drop-down box.
3. Click **Apply**.

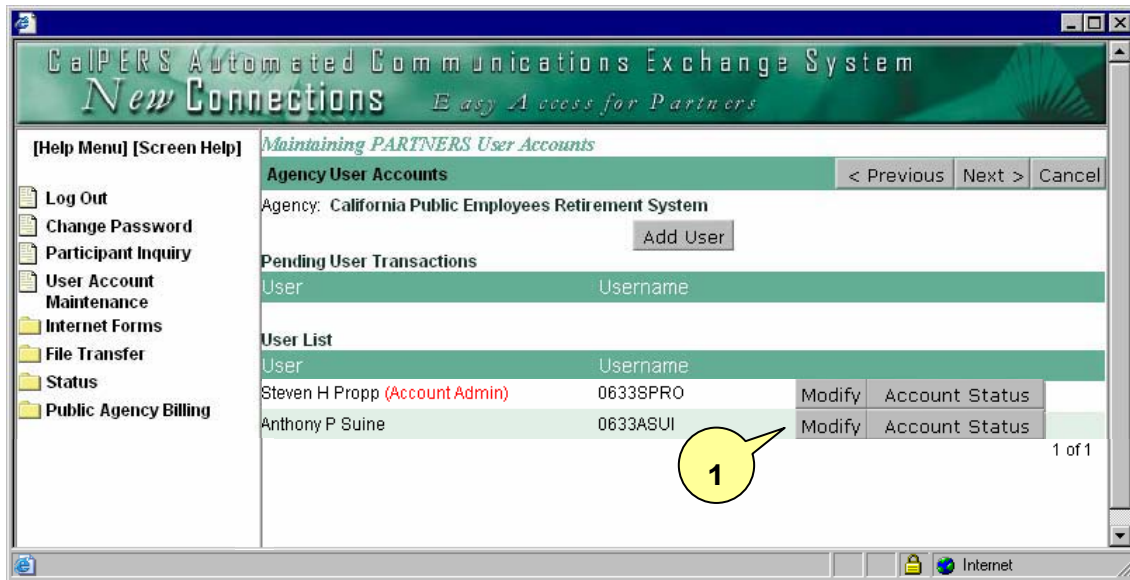


4. Click **Done**.
5. Fill out a *Delete "ACES User Access" Form* (Page 126 and at <http://www.calpers.ca.gov/aces/docs/pers-aesd-42.pdf>) and fax it to (916) 795-3005. CalPERS will remove the user from the table of users.

Modifying User Information

Use the **Modify** button to make changes to a user's demographic information (e.g., address, phone number) and/or change a user's access to ACES functions.

1. Click the **Modify** button from the Agency User Accounts screen.



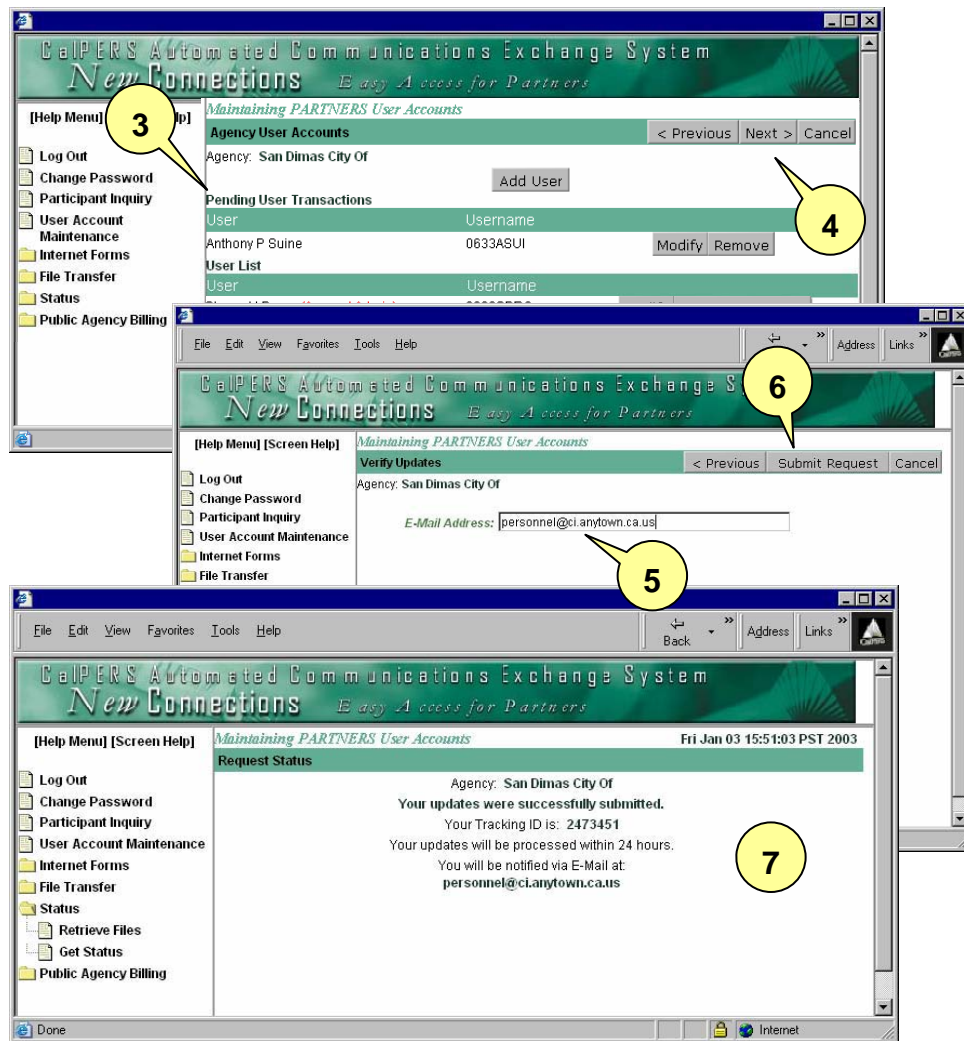
2. The user's information appears.
 - A. **For Demographic changes:** Make desired changes to the user's existing information. Click **Save** after you've made the appropriate changes. The Agency User Account screen will appear. Go to Step 3.
 - B. **For User Access changes:** Click the **Access** button from the Modify screen. The access screen will appear. Highlight the desired function to **Grant** or **Revoke** access (See Page 113 Steps 5-9 for further details).

The screenshot shows the 'User Account Maintenance -MODIFY-' screen. It contains several sections with form fields:

- Agency:** California Public Employees Retirement System
- SSN:** [blank]
- Name:** [blank]
- Gender:** F
- Birth Date:** 12/27/1960
- Phone:** (916) 326-3000
- Fax:** [blank]
- E-Mail Address:** calpers@ca.gov
- Re enter E-mail Address:** calpers@ca.gov
- Employee Authentication Word:** help
- Business Mailing Address:**
 - Street:** 400 P STREET
 - P.O. Box:** [blank]
 - City:** SACRAMENTO
 - State:** California
 - Zip:** 95814
 - Mailslot:** [blank]
- Comments:** [blank]

 At the top right of the form area are buttons for 'Save', 'Access', and 'Cancel'. A yellow callout bubble with '2B' points to the 'Access' button. Another yellow callout bubble with '2A' points to the 'E-Mail Address' field.

3. The modified user's name will appear in the "Pending User Transactions" list above the table of current users.
 - To modify additional users, repeat Steps 1 and 2.
4. When you are done modifying users, click **Next**.



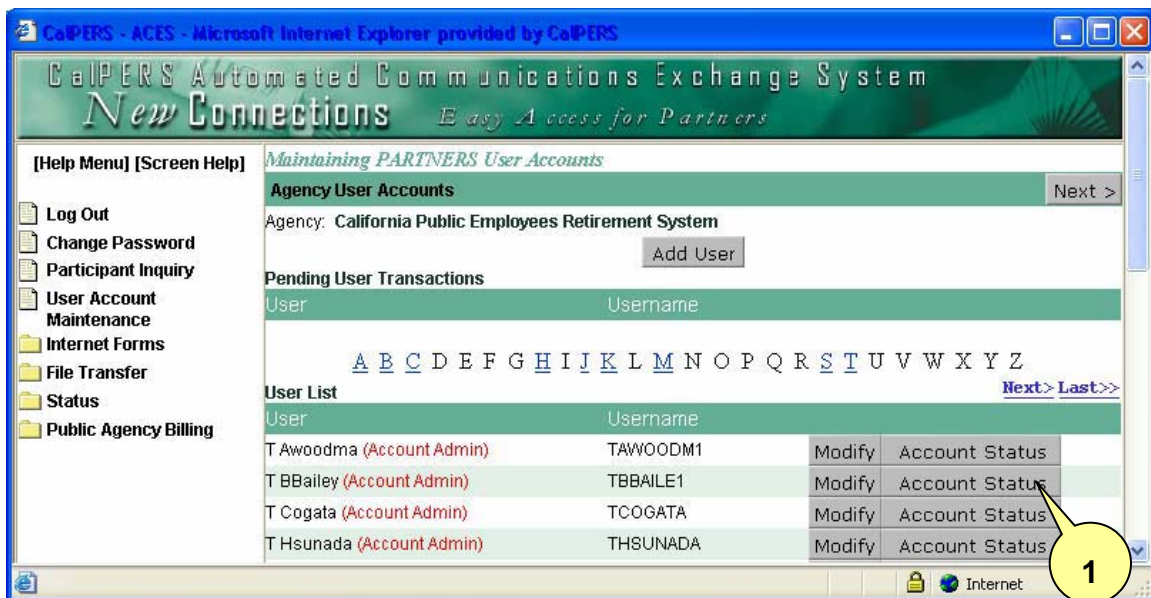
5. Verify your e-mail address.
6. Click on **Submit Request**.
7. Receive tracking ID Number.
 - On modifications, it is not necessary to retrieve a report from Status, Retrieve Files.

NOTE: Requests submitted before 6:00 p.m. are processed the same day. You will receive an e-mail when the modifications have been processed; however, the modified information or new access rights will not be reflected in ACES until the next business day.

Account Maintenance

Use the **Account Status** button on the Agency User Accounts screen to:

- Reset a user's password. If a user misplaces or forgets their ACES password, you can reset their password. You must authenticate the user by requesting their Employee Authentication Word (or Mother's Maiden Name) and SSN viewed through the **Modify** button.
- Disable a user's account. When a user no longer requires ACES access, their ACES account must be disabled immediately. If security has been violated, CalPERS should be notified immediately at (888) CalPERS (225-7377).
- Unlock a user's account. A user's account is locked after 3 incorrect log on attempts. You must authenticate the user by requesting the Employee Authentication Word (or Mother's Maiden Name) and SSN viewed through the **Modify** button, and then you may unlock the account.



1. From the Agency User Accounts screen, click on the **Account Status** button. A new window will appear.

2. Choose the desired **Action to Perform** on the selected user account:

AccountStatus - Microsoft Internet Explorer provided by CalPERS

Maintaining Passwords

Close

Agency: California Public Employees Retirement System

Username: TBBAILE1

Employee Authentication Word: help

Last four digits of SSN: XXX-XX-1005

Account Status: **ACTIVE**

Action to perform: -Choose Action- [v] Apply

Reset Password

Unlock Account

Disable Account

- **Reset Password:** Resets a user's password. The user will be prompted to change this password when they log onto ACES after the password reset.
- **Unlock Account:** Restores account to "Active" password status.
- **Disable Account:** Disables a user from logging in to ACES.

3. Click **Apply**.

- If you have reset a password, the password will appear in red as follows:
NOTE: The password is not case-sensitive.

AccountStatus - Microsoft Internet Explorer provided by CalPERS

Maintaining Passwords

Close

Agency: California Public Employees Retirement System

Username: TBBAILE1

Employee Authentication Word: help

Last four digits of SSN: XXX-XX-1005

Account Status: **ACTIVE**

Action to perform: -Choose Action- [v] Apply

The new password is: by4hwbcj

4. Click **Close**.

Password Requirements

When resetting passwords, the system automatically generates a random password. This is a temporary password used to initially log the user into ACES. Upon successfully logging in, the user will be required to change this temporary password to one of their own choosing.

The following are the ACES password requirements:

- Your password must be no fewer than 8 and no more than 12 characters long.
- Your password must be a combination of alpha and numeric characters.
- Your password cannot be the same as your user name.
- Please note that if you enter your password incorrectly three times when attempting to log on, you will be locked out of ACES. Contact your agency's Account Administrator to unlock your account. For further assistance, call the Employer Contact Center at (888) CalPERS (225-7377).
- You will be prompted to change your password every 60 days.

CALIFORNIA PUBLIC EMPLOYEES' RETIREMENT SYSTEM

Employer User Security Agreement

(TO BE COMPLETED BY EMPLOYER AND EMPLOYEE) (PLEASE PRINT CLEARLY)

EMPLOYEE		EMPLOYER
Employee Name:		Employer Name:
Employee Social Security Number:	Date of Birth	Employer Code (CalPERS):
Employee Business Address:		Employer Physical Address:
Employee Business Phone:	Employee Business Fax:	Employer Mailing Address:
Mother's Maiden Name (for identification purposes):		<i>Please circle all that apply:</i> Account Administrator Health Membership Payroll PA Billing
E-mail Address:		

By signing this document, the employee referenced above acknowledges reading, understanding, and agreeing to its contents and realizes the consequences of not complying with its terms.

The California Public Employees' Retirement System (CalPERS) collects personal information to administer the various programs, accessed through the Automated Communications Exchange System (ACES), for which it has responsibility. The information contained in CalPERS' records is confidential, and CalPERS is required by law to protect such information from unauthorized access, use, and disclosure.

I understand the following are my responsibilities:

1. As an employee of an External User, I may access and/or transmit information only when relevant and necessary in the ordinary course of performing my official duties. I may not access, transmit or use information from CalPERS' records for personal reasons. (Examples of inappropriate access or misuse of CalPERS' record information include, but are not limited to: making personal inquiries on my own records or those of my friends or relatives; accessing information about another person, including locating their residence address, for any reason that is not related to my job responsibilities.)
2. I may disclose CalPERS record information to individuals only when relevant and necessary in the ordinary course of performing my official duties. (Examples of unauthorized disclosures include, but are not limited to: telling someone the social security number of another person when it is not part of my job responsibilities.)
3. To keep my password and User Name (User ID) confidential. I must take reasonable precautions to maintain the secrecy of my password and User ID. Reasonable precautions include, but are not limited to: not telling or allowing others to view my password or User ID; securing my terminal with a password or locking device when it is unattended while I'm logged onto CalPERS' inquiry system; reporting any suspicious circumstances or unauthorized individuals I have observed in the work area to my supervisor; and notifying CalPERS, via completion of the Employer User Access Request form, when my User ID and Password should be deleted because my official duties no longer require access to the CalPERS inquiry system or I am separating from my position with the employer referenced above.

I have read and understand the security policies stated above. I acknowledge and agree to utilize all CalPERS' systems in accordance with the terms outlined in the California Public Employees' Retirement Law and CalPERS' business practices, policies, and procedures. I understand that failure to comply with these policies may result in revocation of my access to CalPERS' on-line records systems, adverse action, and/or civil or criminal liability under applicable laws. I further understand that I can undergo disciplinary action from my employer up to and including termination of employment.

I certify under penalty of perjury, under the laws of the State of California, that the information provided above is true and correct.

Executed at	City:	County:
Date:	Employee Signature:	
Date:	Employer Signature:	

This form must be completed for each employee using CalPERS on-line access and be available to CalPERS upon request. Forms must be RETAINED IN A SECURE WORK SITE LOCATION of the Employer, for the life of the Agreement and for five years following the deactivation or termination of the Agreement. CalPERS is to be notified immediately in the event that any of its sensitive or confidential information is subjected to unauthorized disclosure, modification or destruction.

PERS-AESD-43 (12/03)

CALIFORNIA PUBLIC EMPLOYEES' RETIREMENT SYSTEM
DELETE "ACES USER ACCESS" FORM
COMPLETE AND FAX THIS FORM TO: (916) 795-3005

Section 1. To Be Completed By Employer (Please print clearly)

Employee Name:	Employer Name/CalPERS Employer Code:
Employee's ACES UserName (e.g. 0001coga):	Employer Account Administrator:
Date User should be DELETED:	

Section 2. To Be Completed By Employer

Originator:	Date:
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Section 3. To be completed by CalPERS

Date Received:	Processed by:	Date Processed:
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Comments:

If you need to reset your password or if you have any other problem, please call the California Public Employees' Retirement System's Employer Contact Center at (888) CalPERS (225-7377).

PERS-AESD-42 (04/04)